

INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>				Complete if Known	
				<i>Application Number</i>	09/704,838
				<i>Filing Date</i>	November 1, 2000
				<i>First Named Inventor</i>	Richard E. Sloan
				<i>Art Unit</i>	3694
<i>Examiner Name</i>	Apple, Kirsten Sachwitz				
Sheet	1	of	11	<i>Attorney Docket Number</i>	10761.0183-05

U.S. PATENTS AND PUBLISHED U.S. PATENT APPLICATIONS					
Examiner Initials	Cite No. ¹	Document Number	Issue or Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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				Examiner Name	Apple, Kirsten Sachwitz
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	171	Office Action issued in U.S. Patent Application No. 09/520,940; Date Mailed: February 25, 2003.	
	172	Office Action issued in U.S. Patent Application No. 09/520,940; Date Mailed: January 30, 2004.	
	173	Office Action issued in U.S. Patent Application No. 09/520,940; Date Mailed: June 25, 2002.	
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IDS Form PTO/SB/08: Substitute for form 1449A/PTO			Complete if Known		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)			Application Number	09/704,838	
			Filing Date	November 1, 2000	
			First Named Inventor	Richard E. Sloan	
			Art Unit	3694	
			Examiner Name	Apple, Kirsten Sachwitz	
Sheet	8	of	11	Attorney Docket Number	10761.0183-05

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	180	Office Action issued in U.S. Patent Application No. 09/520,943, Examiner's Answer Before the Board of Patent Appeals and Interferences; Date Mailed: November 7, 2005.	
	181	Office Action issued in U.S. Patent Application No. 09/520,943, Examiner's Answer Before the Board of Patent Appeals and Interferences; Date Mailed: September 26, 2006.	
	182	Office Action issued in U.S. Patent Application No. 09/520,943; Date Mailed: January 13, 2005.	
	183	Office Action issued in U.S. Patent Application No. 09/520,943; Date Mailed: January 6, 2009.	
	184	Office Action issued in U.S. Patent Application No. 09/520,943; Date Mailed: July 14, 2008.	
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			<i>Application Number</i>	09/704,838	
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			<i>First Named Inventor</i>	Richard E. Sloan	
			<i>Art Unit</i>	3694	
			<i>Examiner Name</i>	Apple, Kirsten Sachwitz	
Sheet	9	of	11	<i>Attorney Docket Number</i>	10761.0183-05

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			First Named Inventor	Richard E. Sloan	
			Art Unit	3694	
			Examiner Name	Apple, Kirsten Sachwitz	
Sheet	10	of	11	Attorney Docket Number	10761.0183-05

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¹ The search report for PCT/US02/25488 (WO 03/17040) cited, as an "X" document, on June 23, 2002, a press release, "Weblne Communications Unveils New Customer Interaction Software Suite for Enabling Interactive E-Commerce and Customer Service", Business Wire; New York; Apr 20, 1999, pages 1-3. It is suspected that the reference was mis-cited by the PCT search organization, because a press release of the same title and from the same source but of a different date (August 16, 1999, not April 20, 1999) was found. The August 16, 1999, press release is attached.

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				<i>First Named Inventor</i>	Richard E. Sloan
				<i>Art Unit</i>	3694
				<i>Examiner Name</i>	Apple, Kirsten Sachwitz
Sheet	11	of	11	<i>Attorney Docket Number</i>	10761.0183-05

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Examiner Signature	/Kirsten Apple/	Date Considered	05/23/2010
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